

LEYTON HEALTHCARE

Results of the Friends and Family Test – December 2016

Thank you for providing us with feedback, we received a total number of 17 responses with 82.4% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
12	2	2	1	0	0

Example of comments received:

Extremely Likely and Likely

- I WOULD DEFINITELY RECOMMEND THIS SURGERY! RECEPTIONISTS WERE VERY WELCOMING. I WAS SEEN VERY QUICKLY
- ME AND MY FAMILY HAVE ALWAYS BEEN WELL TREATED BY THIS PRACTICE
- BECAUSE I DON'T HAVE ANY PROBLEMS WITH ALL THE GIRLS, EVERYONE IS VERY GOOD.
- STAFF ALWAYS FRIENDLY AND HELPFUL. HAVE BEEN A PATIENT FOR OVER 30 YEARS. BOTH CHILDREN REGISTERED FROM BIRTH. NURSES AND DOCTORS GENERALLY ON POINT
- ALL THE DOCTORS ARE VERY GOOD
- I LOVE THE NHS. THANK YOU FOR ALL YOUR INCREDIBLE WORK! I AM AND ALWAYS HAVE BEEN EXTREMELY GRATEFUL FOR YOUR KIND AND KNOWLEDGEABLE SERVICES!!
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Neither Likely or Unlikely

- HAPPY WITH SURGERY

Unlikely

- STAFF SEEM UNSURE, LACK OF COMMUNICATION

Extremely Unlikely

- NO RESPONSES WERE RECEIVED IN THIS CATEGORY

Improving our Surgery

From the December feedback we are now reviewing the comments received to improve the service we provide. ++The positive comments about our staff are much appreciated and have been shared with all the staff here at Leyton Healthcare.

If you would like further information on the Friends and Family Test then please speak with a member of staff.